



## Email Policies

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### 1. Size Limit for Internet Mail

- Internet mail entering or leaving the CA.mail environment must be **less than 30MB** total size.
- Internal mail between CA.mail users must be **less than 100Mb** total size.

### 2. File Blocking

- Email attachments of the following types will be blocked whether being sent internally or externally:
- ADE, ADP, ASX, BAS, BAT, CHM, CMD, COM, CPL, CRT, DLL, EML, EXE, HIV, HLP, HTA, INF, INS, ISP, JS, JSE, JTD, MSC, MSI, MSP, MST, OCX, OFT, OVL, PCD, PIF, PL, PLX, SCR, SCT, SH, SHB, SHS, SYS, VB, VBE, VBS, VSS, VST, VXD, WSC, WSF, WSH
- Zip files per se are not blocked, but they are scanned for blocked attachment types. If a blocked attachment is present within the zip file, then the whole message is blocked.

### 3. Automatic Email Forwarding

Automatic forwarding of email from a CA.mail mailbox to an external (outside of CA.mail) email account is not permitted.

### 4. SPAM Filtering Options

SPAM can be handled in one of two ways for the customer agency as a whole:

- **Tag-and-Deliver**  
The mail is delivered and the Subject line will be prefaced with **SPAM:**  
In conjunction with this option, customers may also wish to create an individual Outlook rule to move mail with SPAM: in the subject to a “junk” folder.
- **Delete**  
Email is “deleted” from the mailbox, but it is actually quarantined for 10 days. It can be released by request of the sender or recipient.



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5. **Email Backups and Retention**

Mailboxes are backed up nightly.

Backups are retained for 28 calendar days.

6. **Out-of-Office (OOO) messages**

We allow these to go out to the Internet. There are options in Exchange 2007/OWA 2007 that allow the individual user to decide whether or not to send OOO replies to the Internet.

7. **SMTP Relay**

We have a separate Service Offering to relay outbound messages for Applications, Servers, or other devices. This is done on a case-by-case basis at the customer's request.